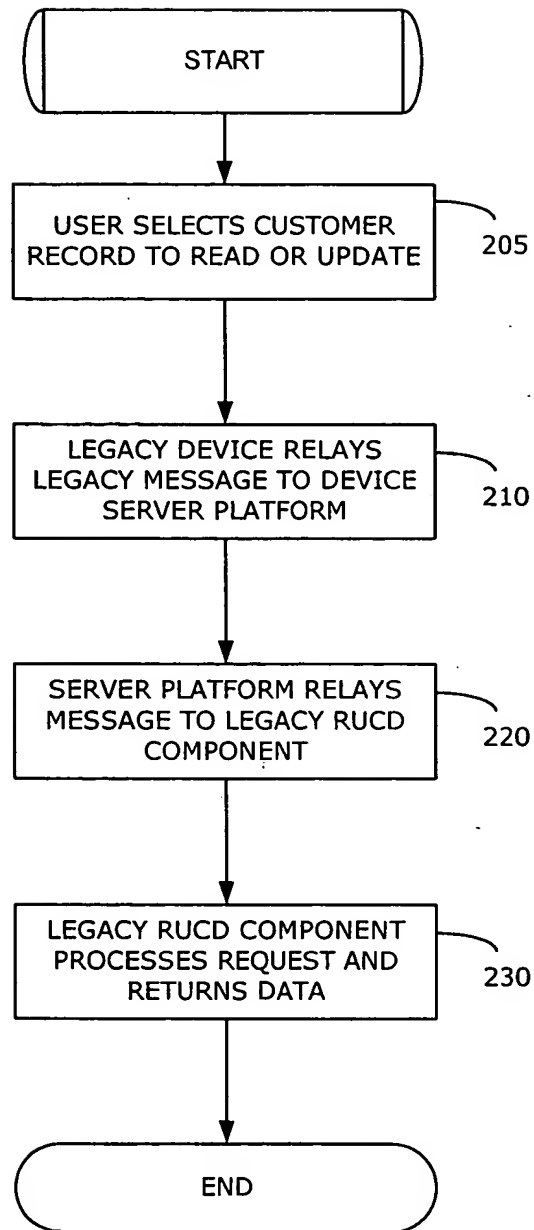
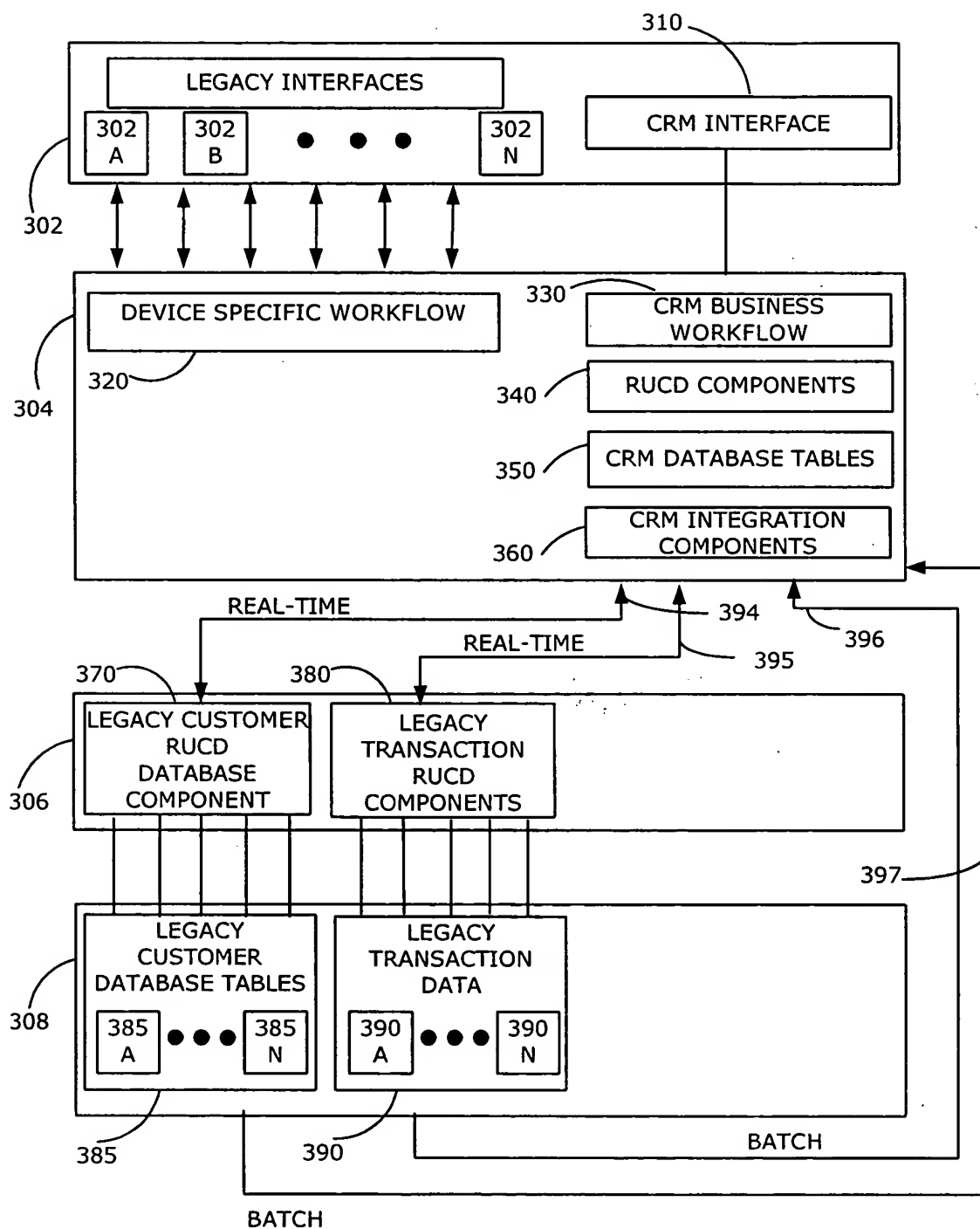
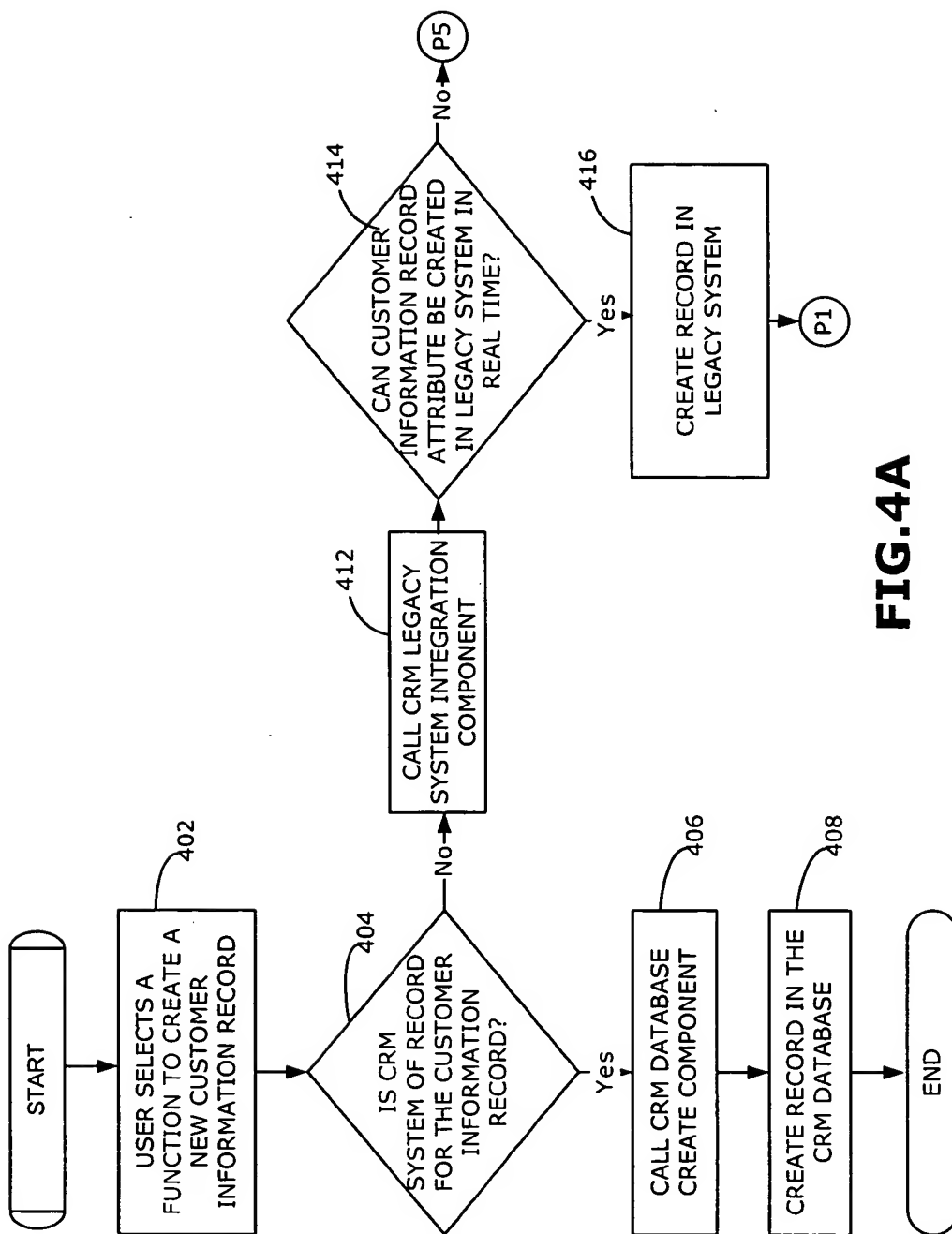
**FIG.1**

**FIG.2**

**FIG.3**

**FIG. 4A**

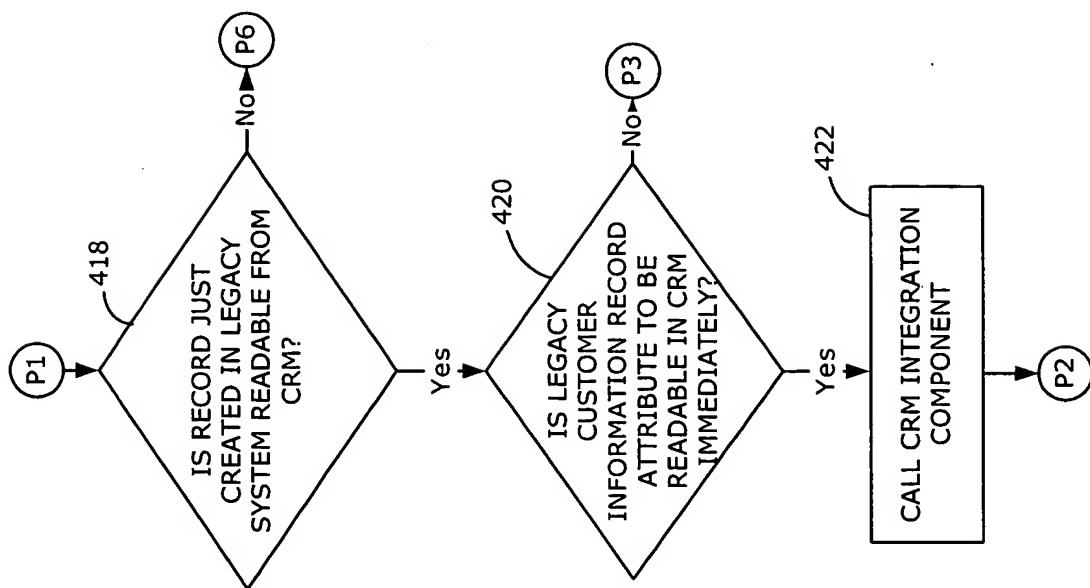
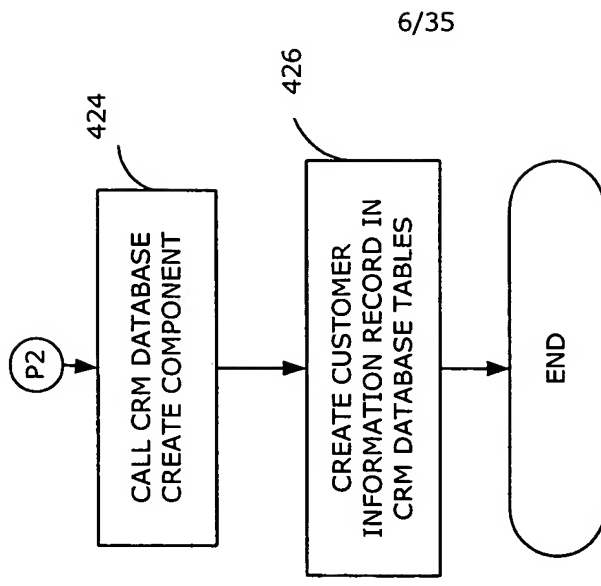
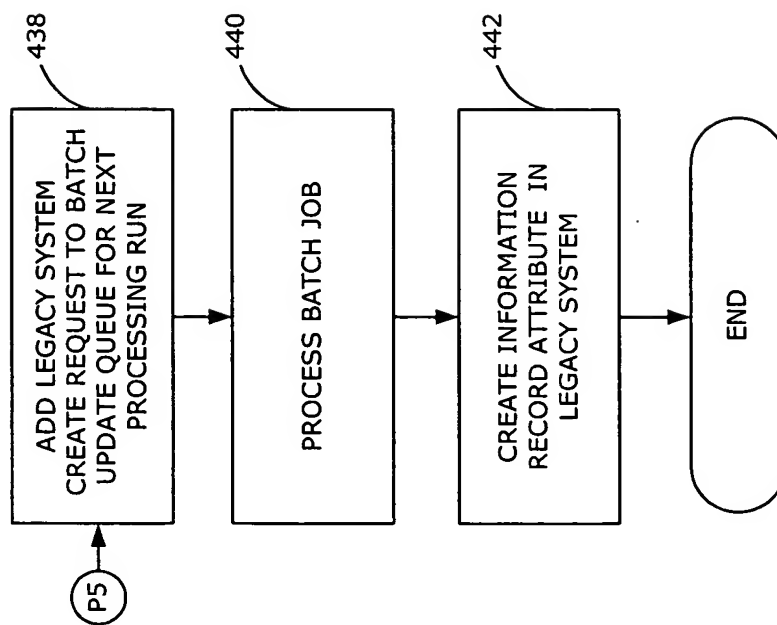
**FIG.4B**

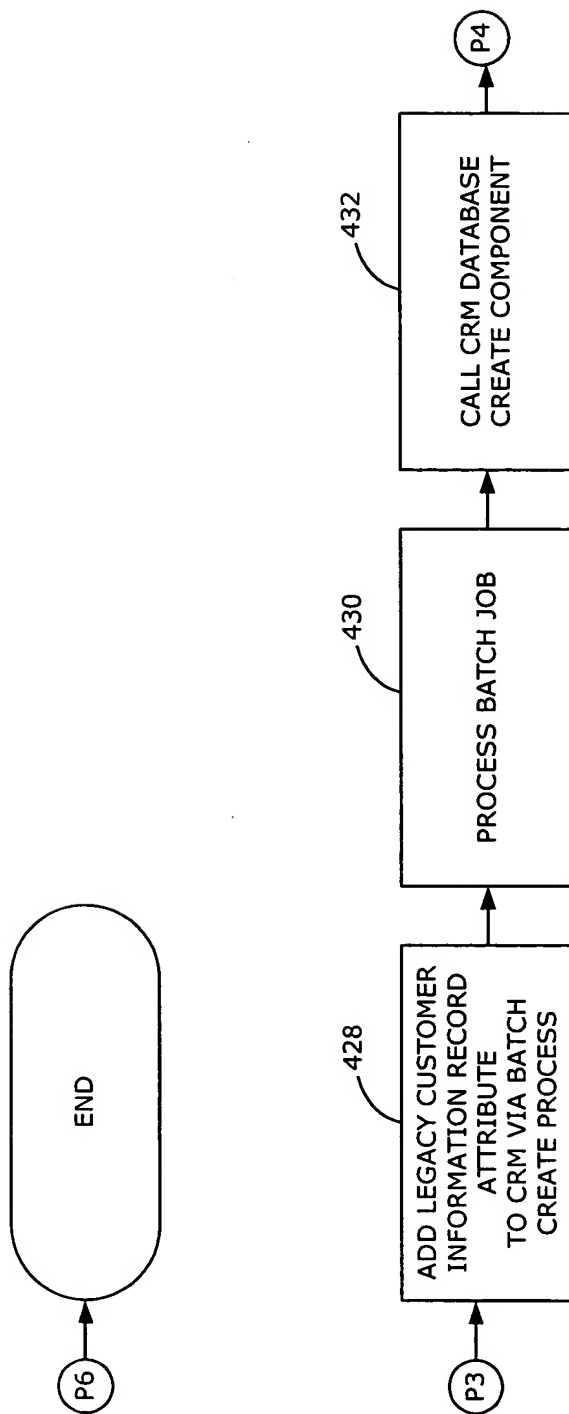
FIG. 4C is a flowchart illustrating a process for creating a customer record in a CRM database. The process begins at a start point (P2) and proceeds to a process block 424, which is labeled "CALL CRM DATABASE CREATE COMPONENT". From block 424, the process flows to another process block 426, which is labeled "CREATE CUSTOMER INFORMATION RECORD IN CRM DATABASE TABLES". Finally, the process flows to an end point labeled "END".



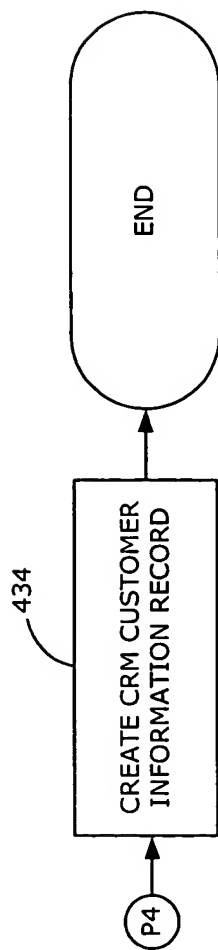
**FIG.4C**



**FIG.4D**







**FIG. 4F**

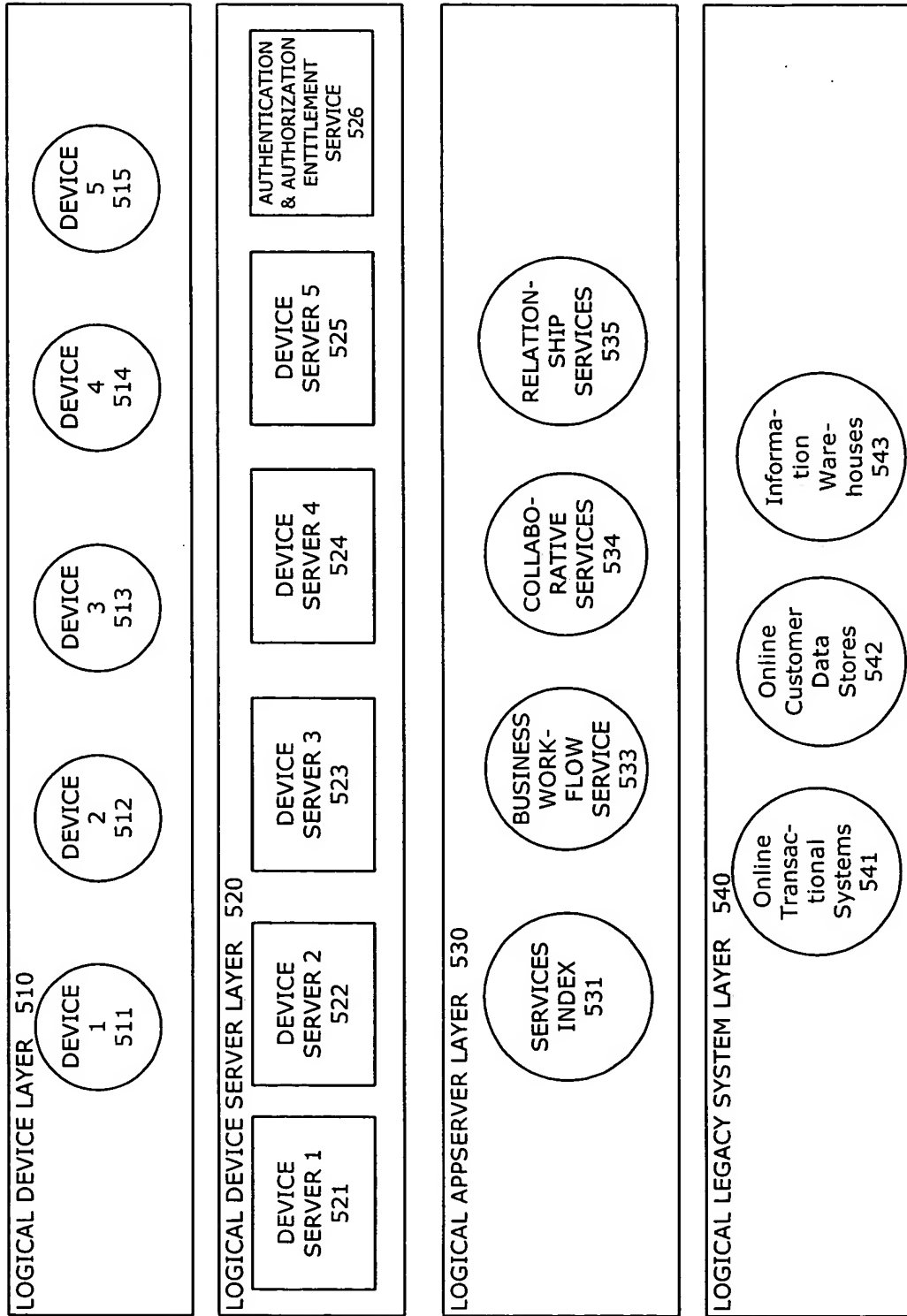
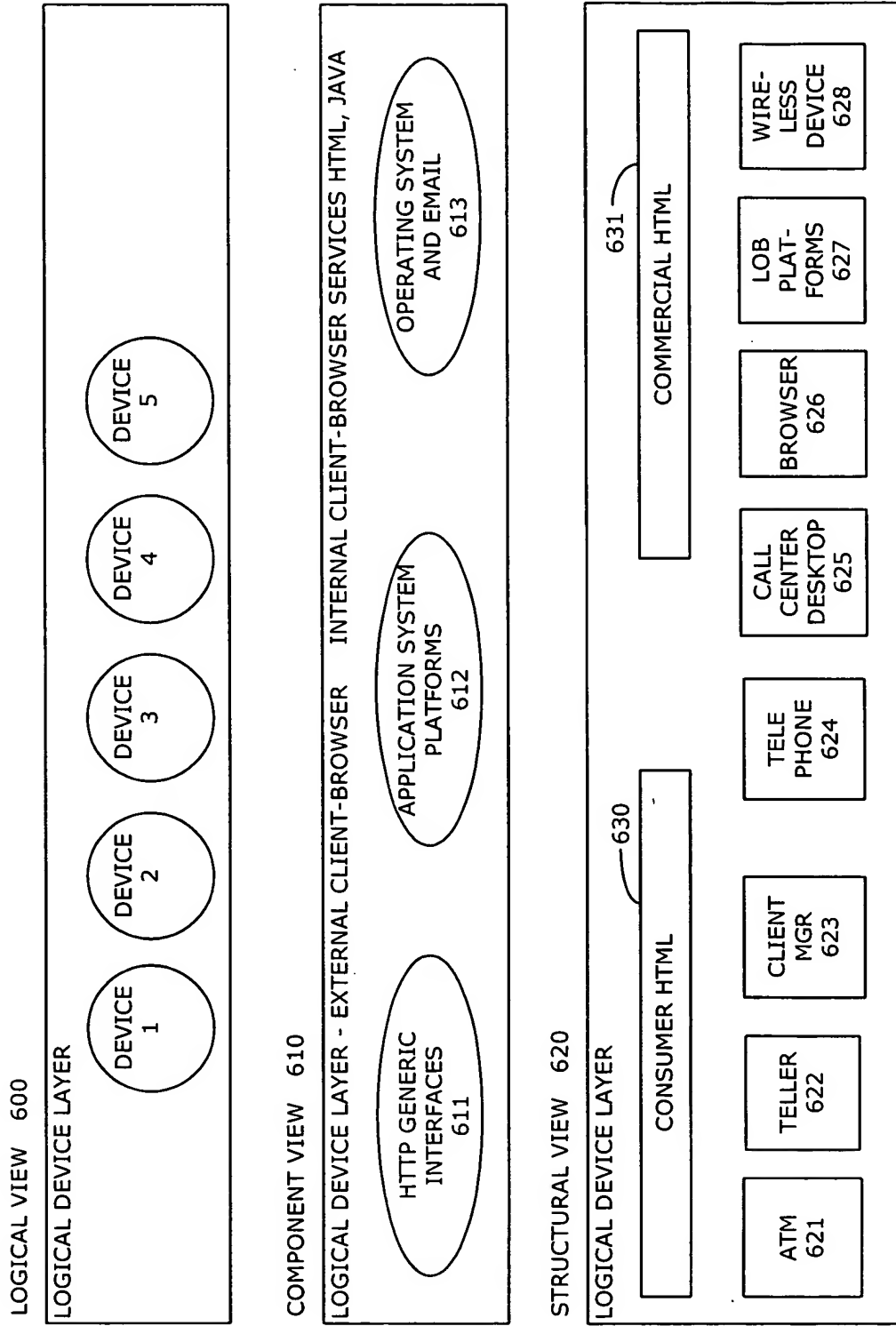
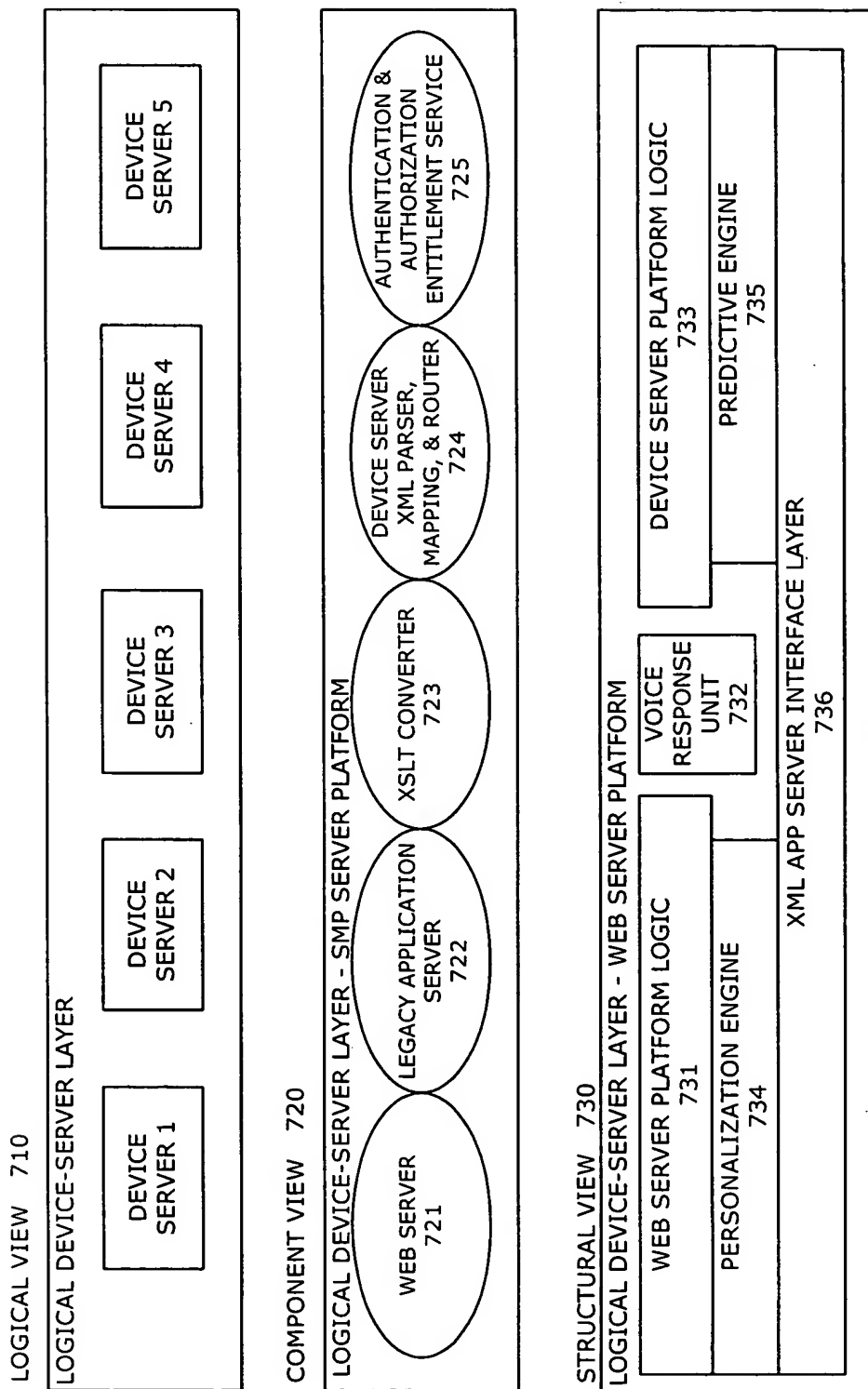


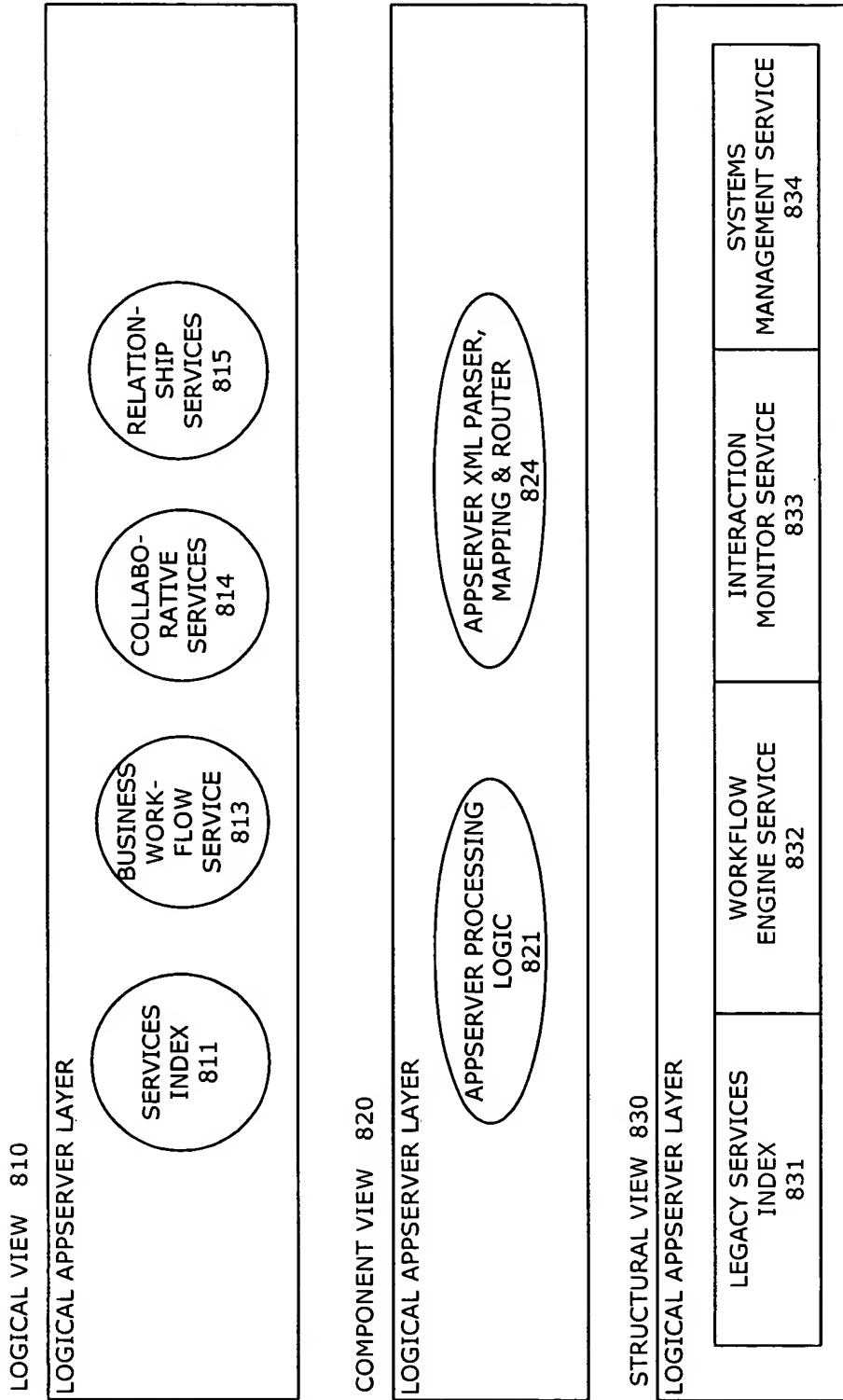
FIG.5



**FIG.6**



**FIG.7**



**FIG.8**

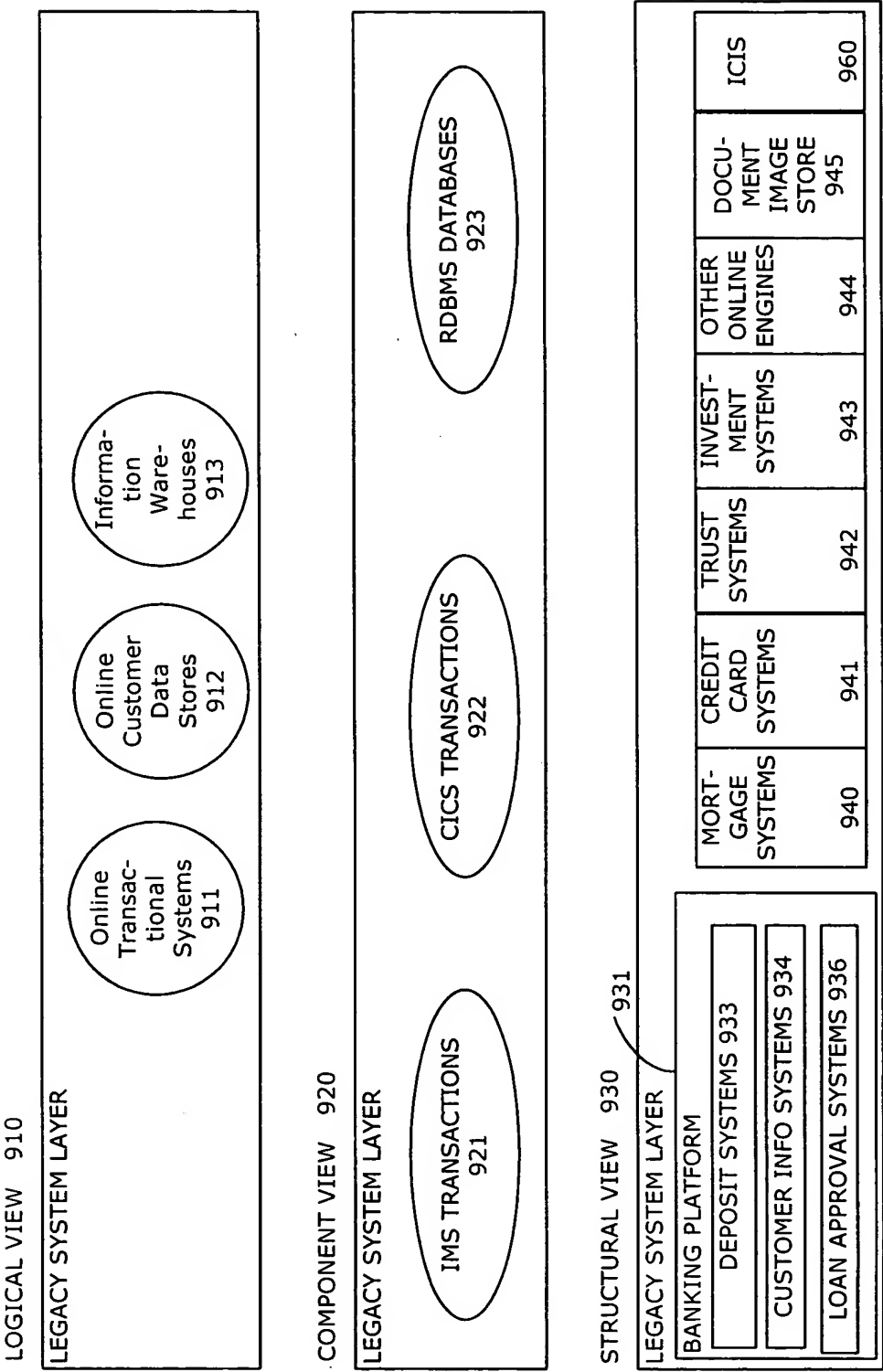
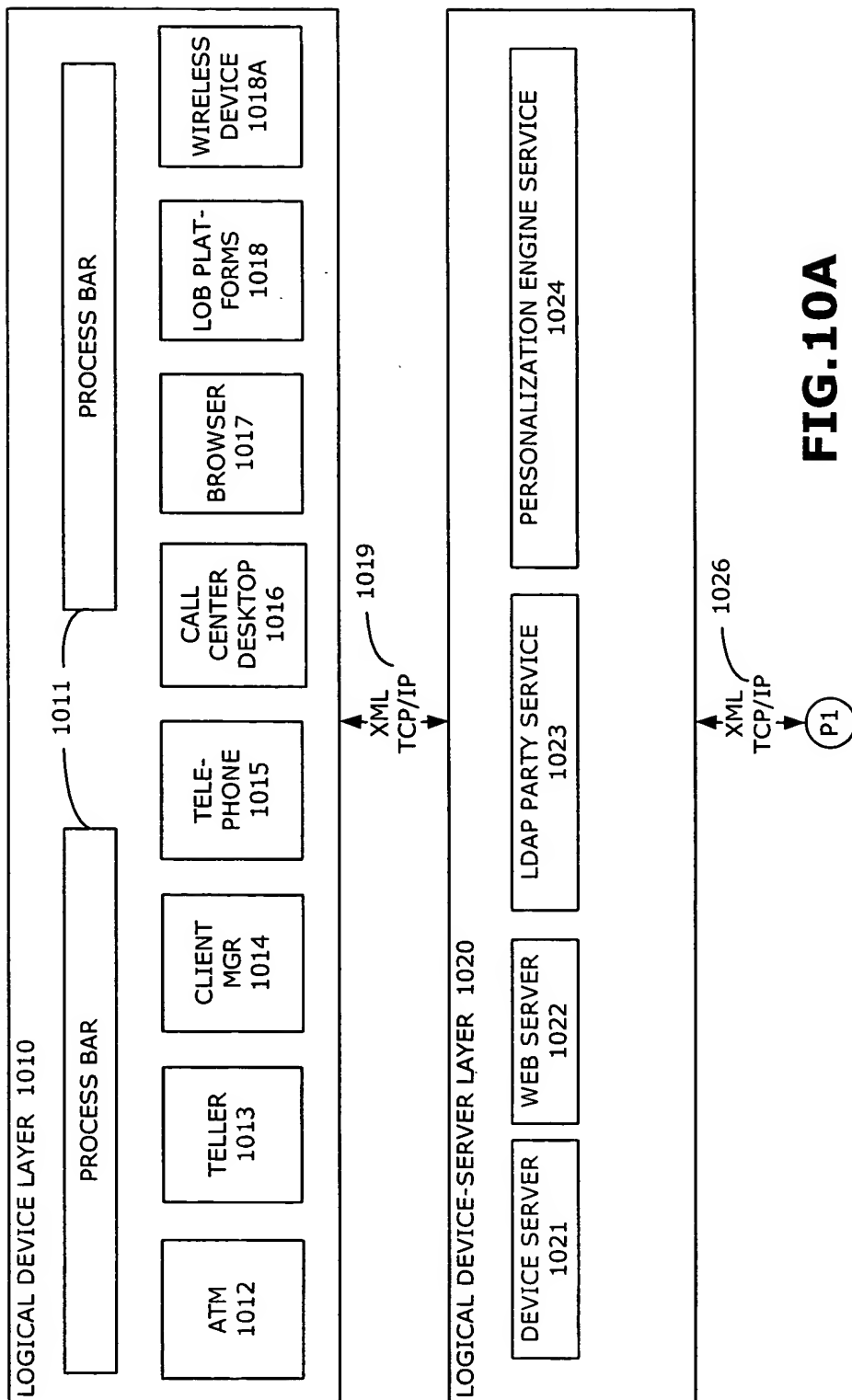
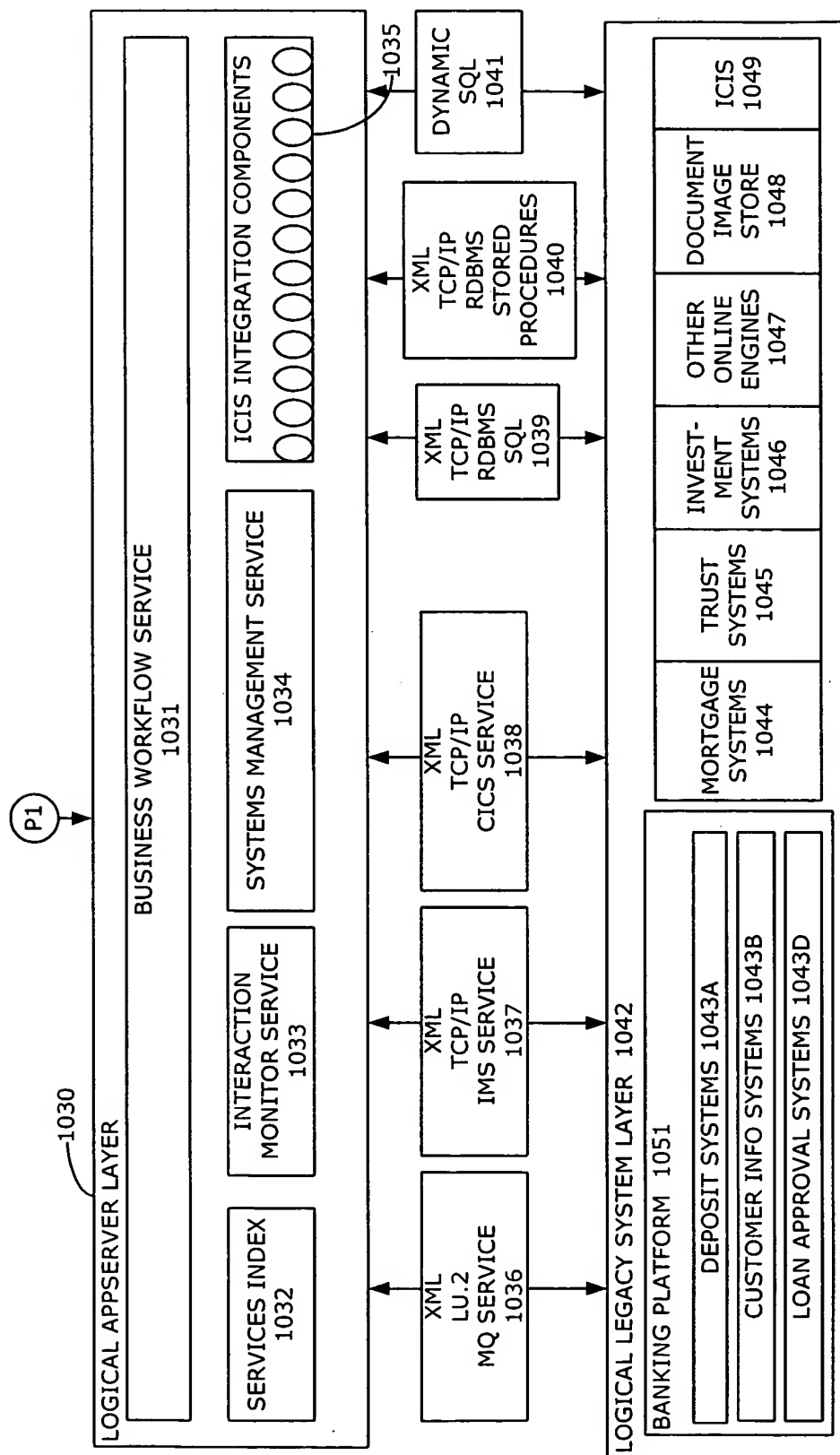


FIG.9





**FIG.10B**





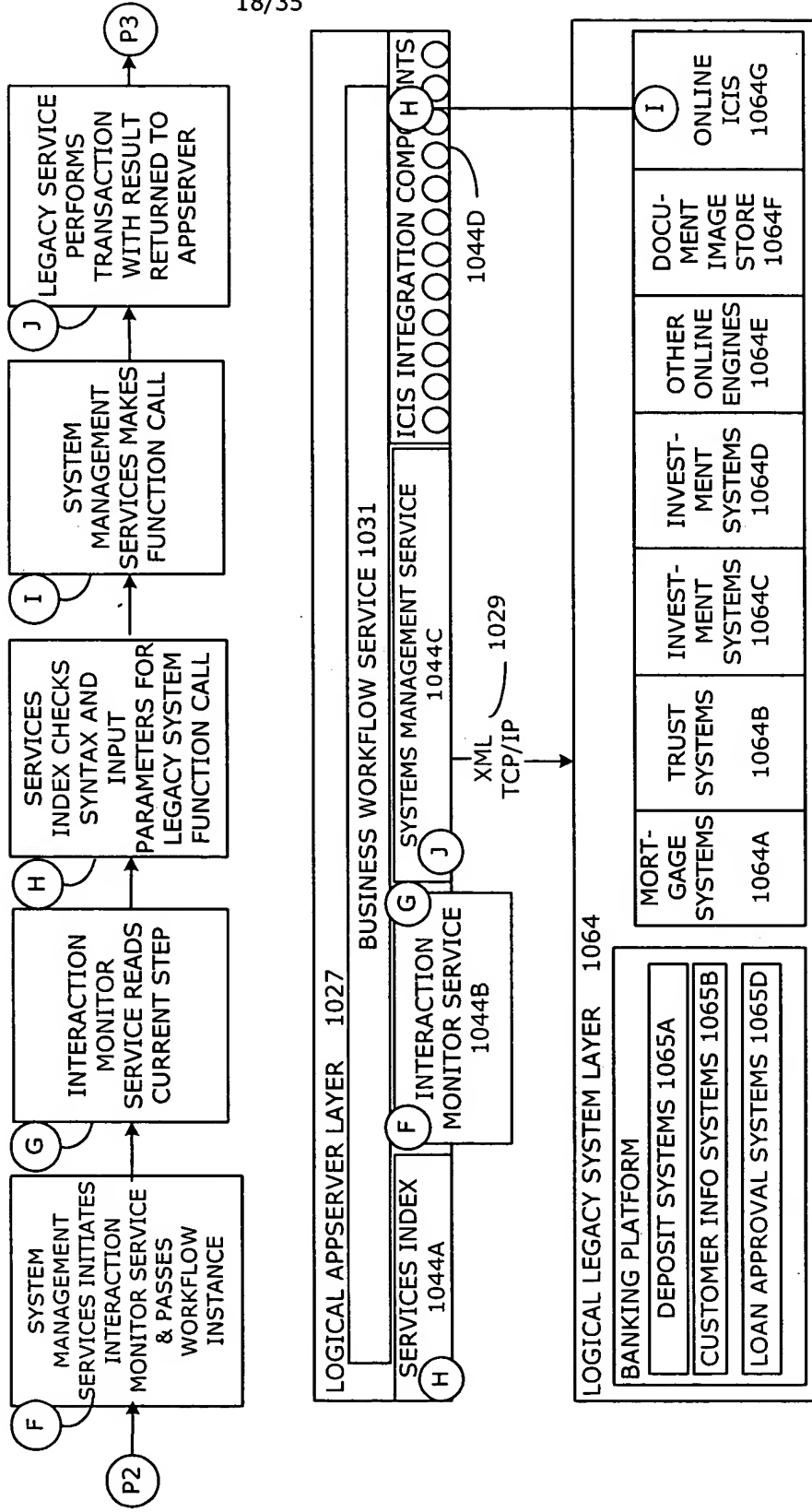
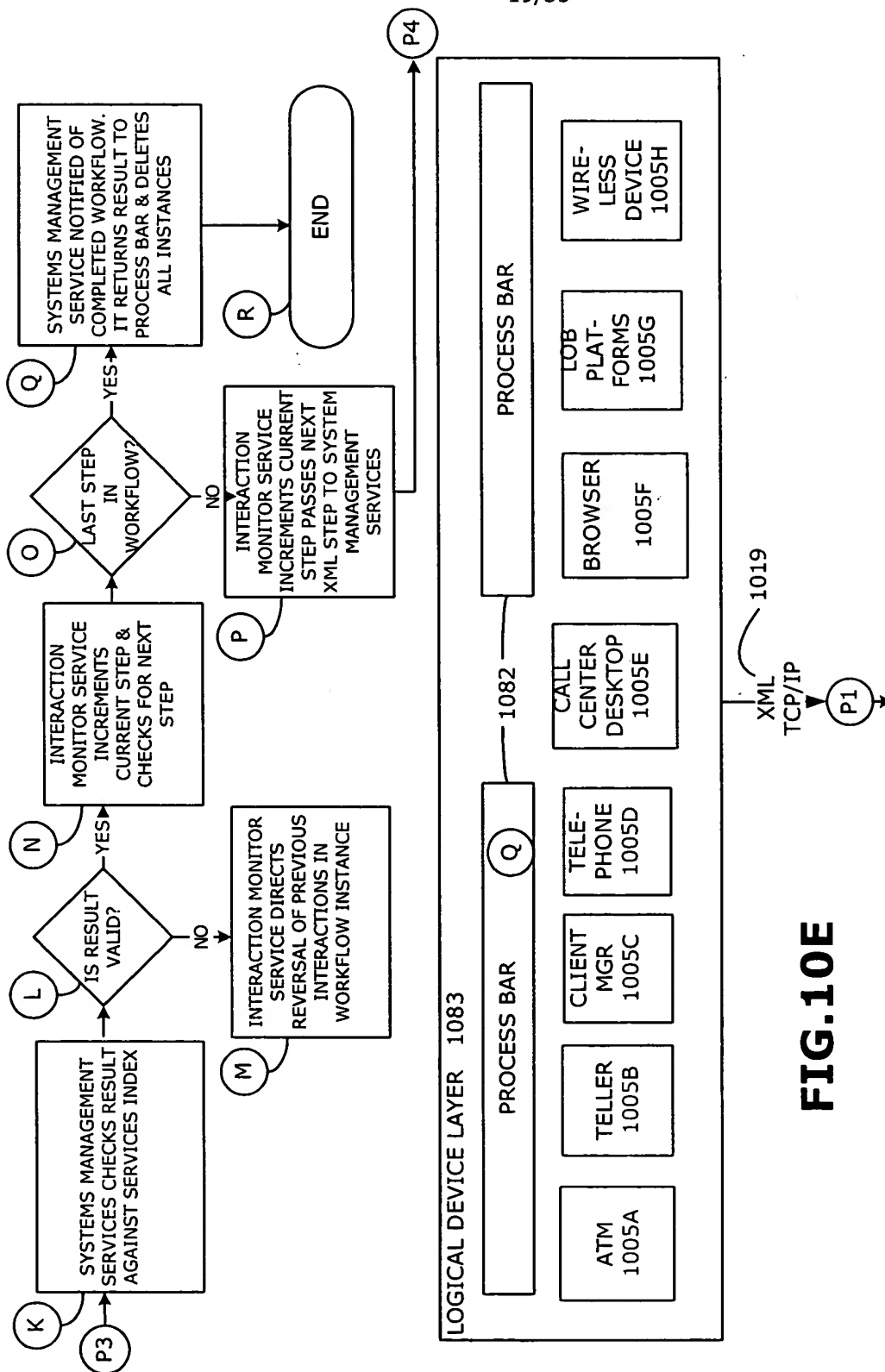
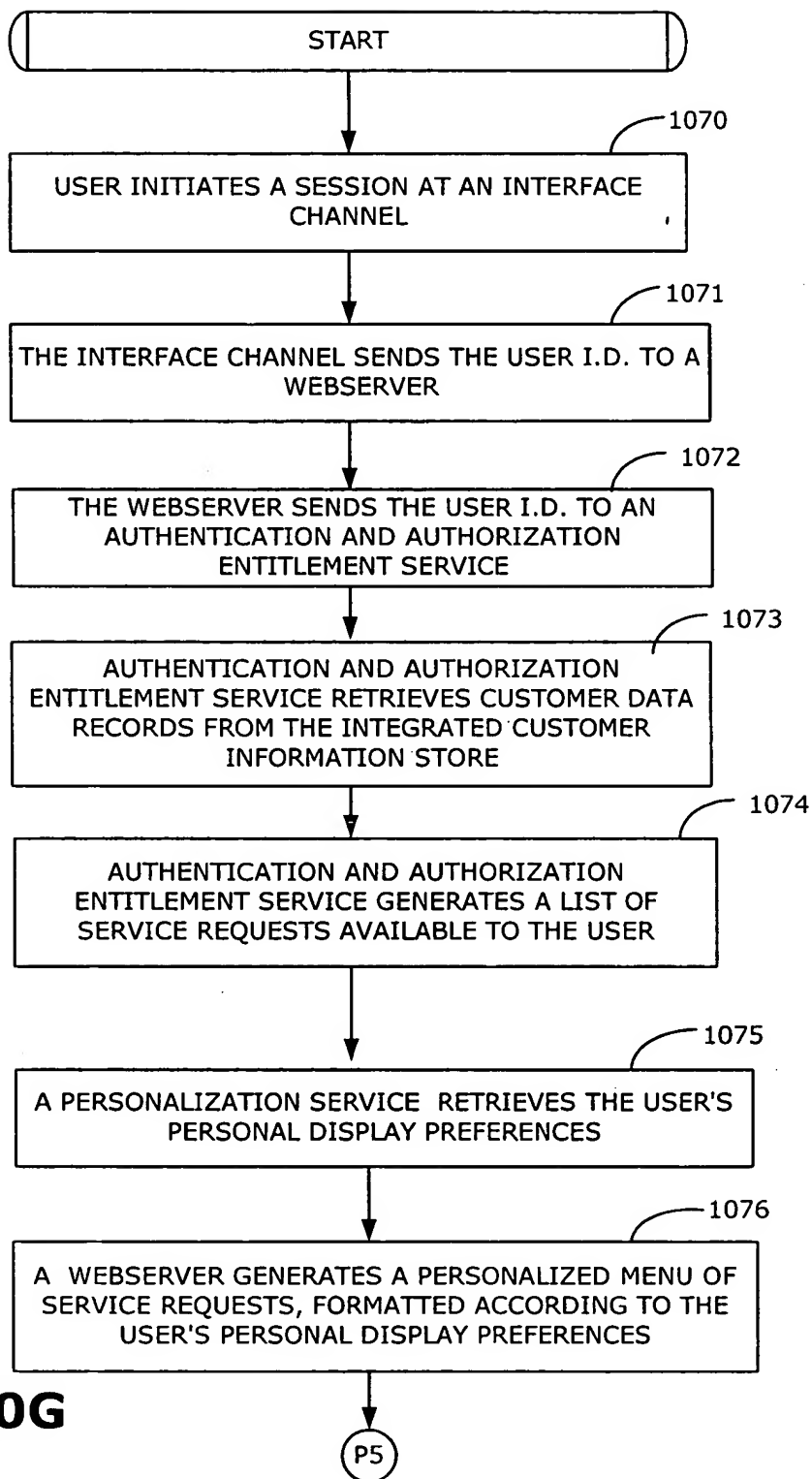


FIG.10D

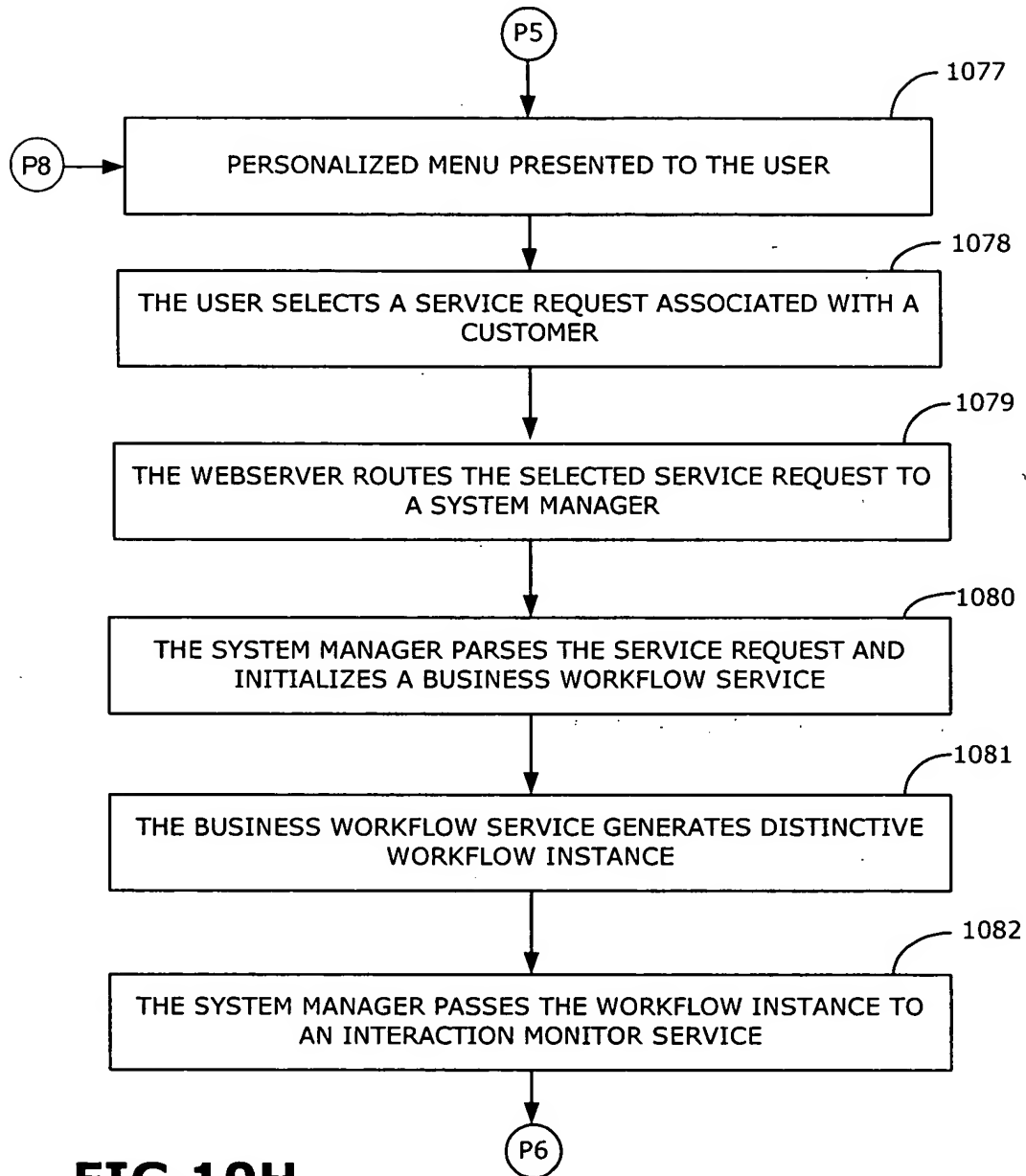
**FIG.10E**

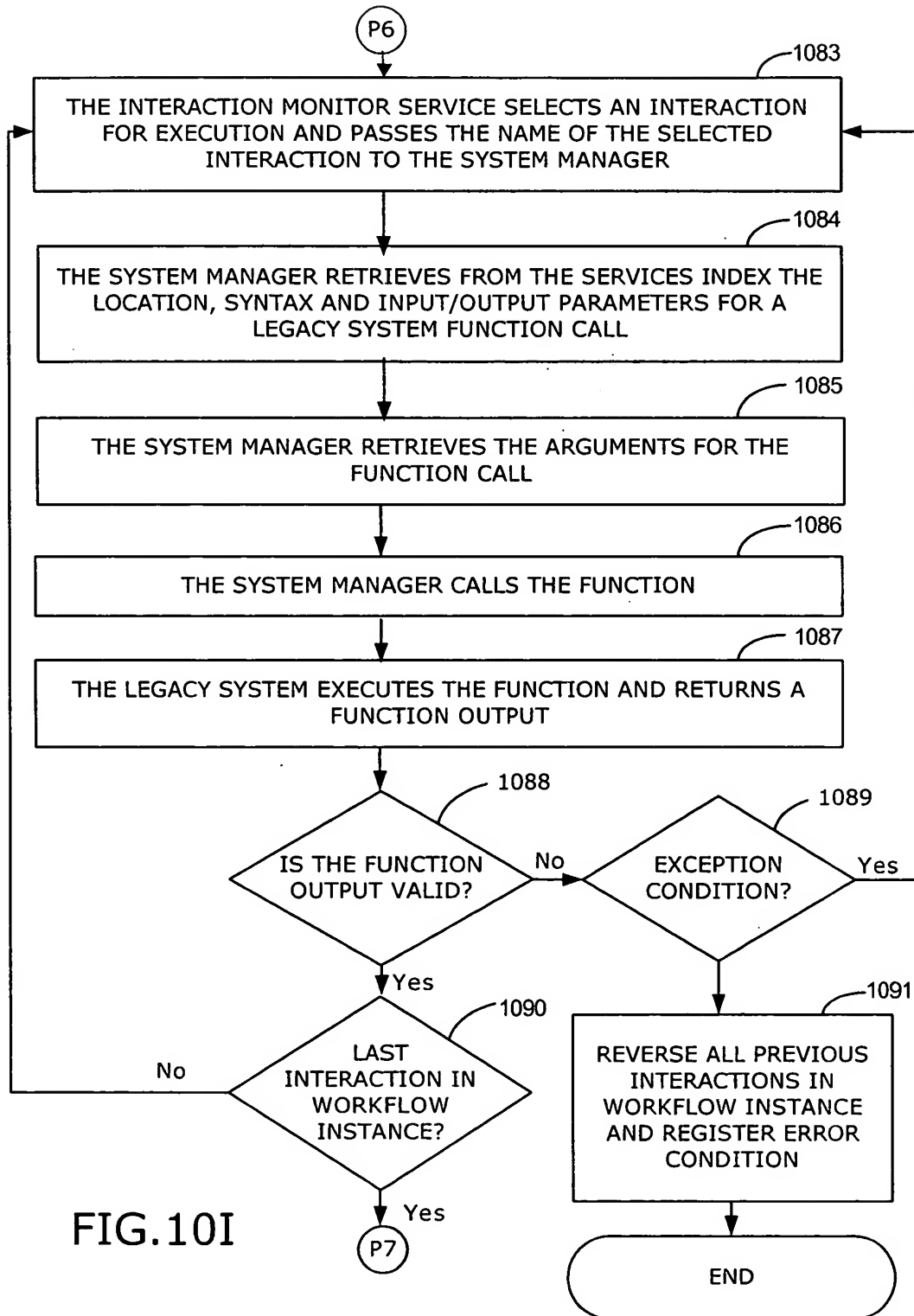


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**FIG.10G**

**FIG. 10H**



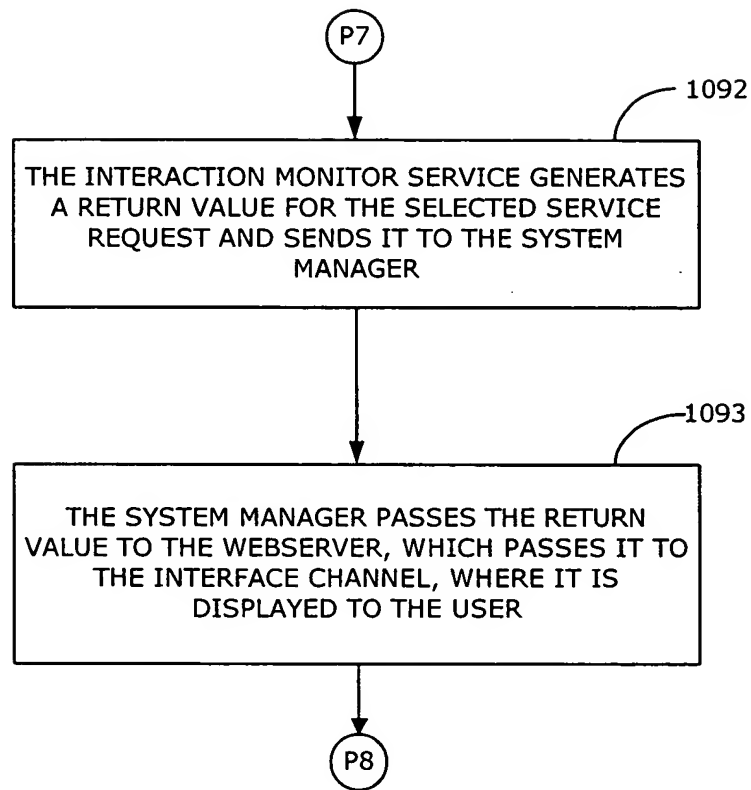
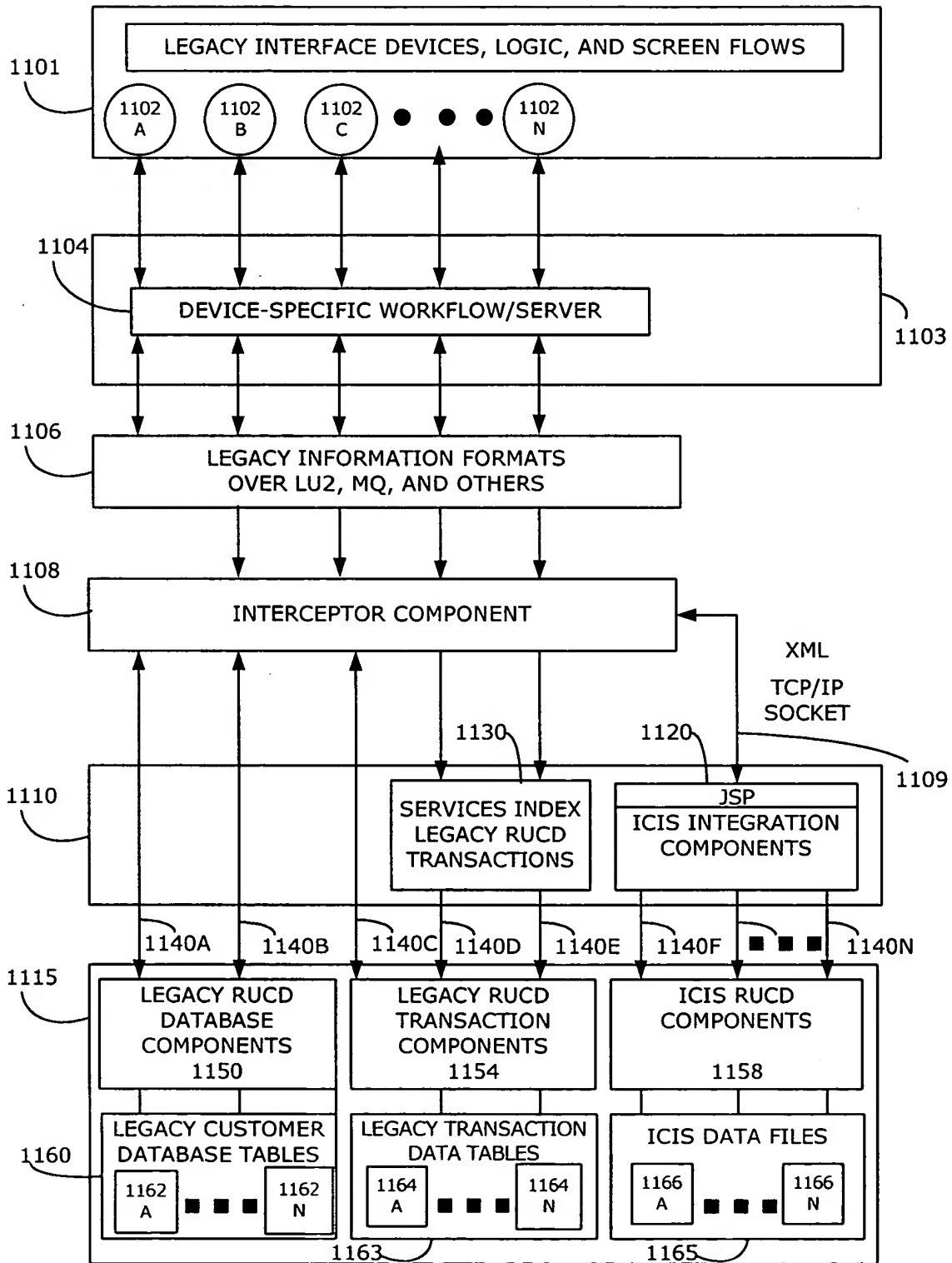
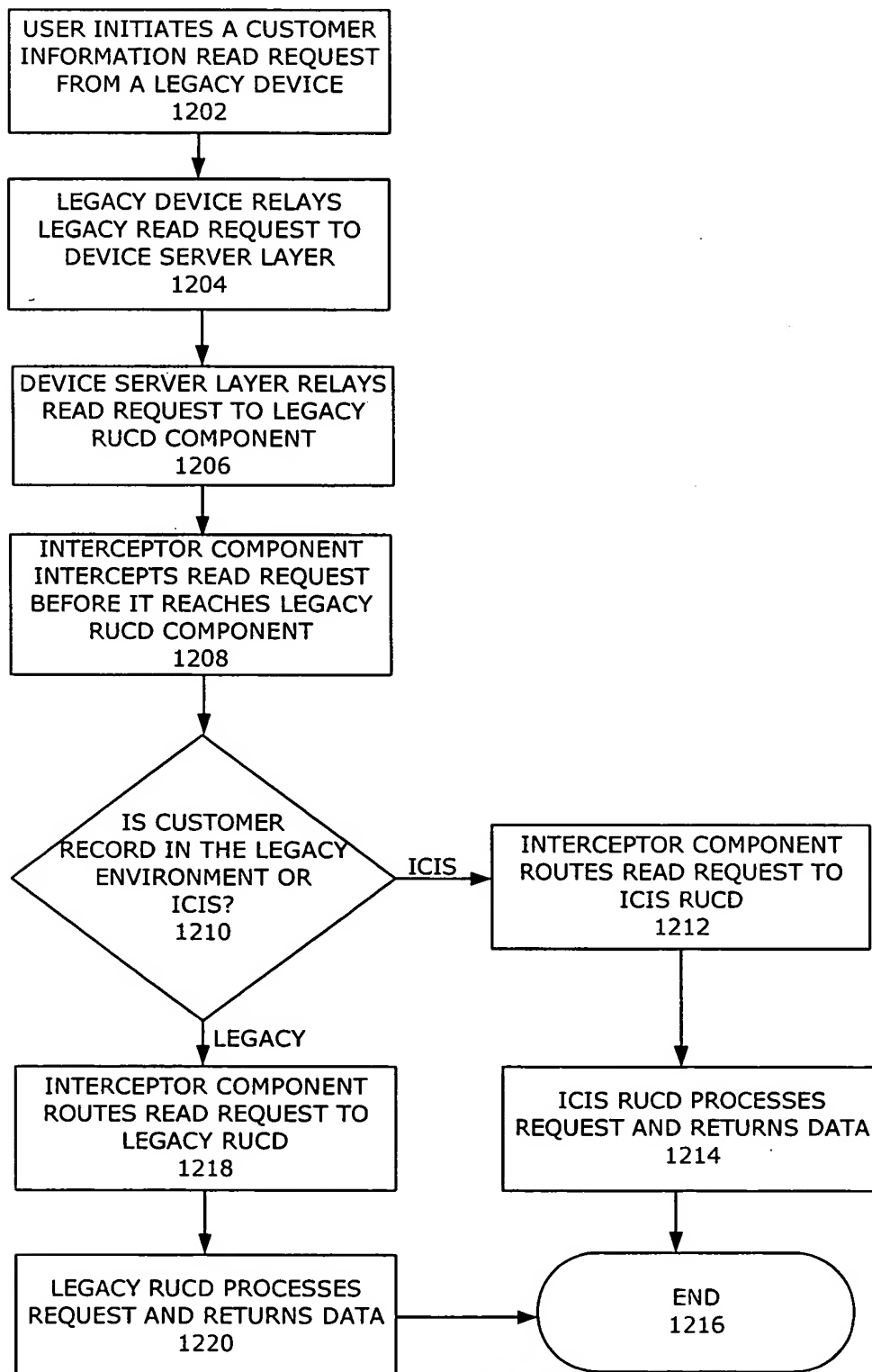
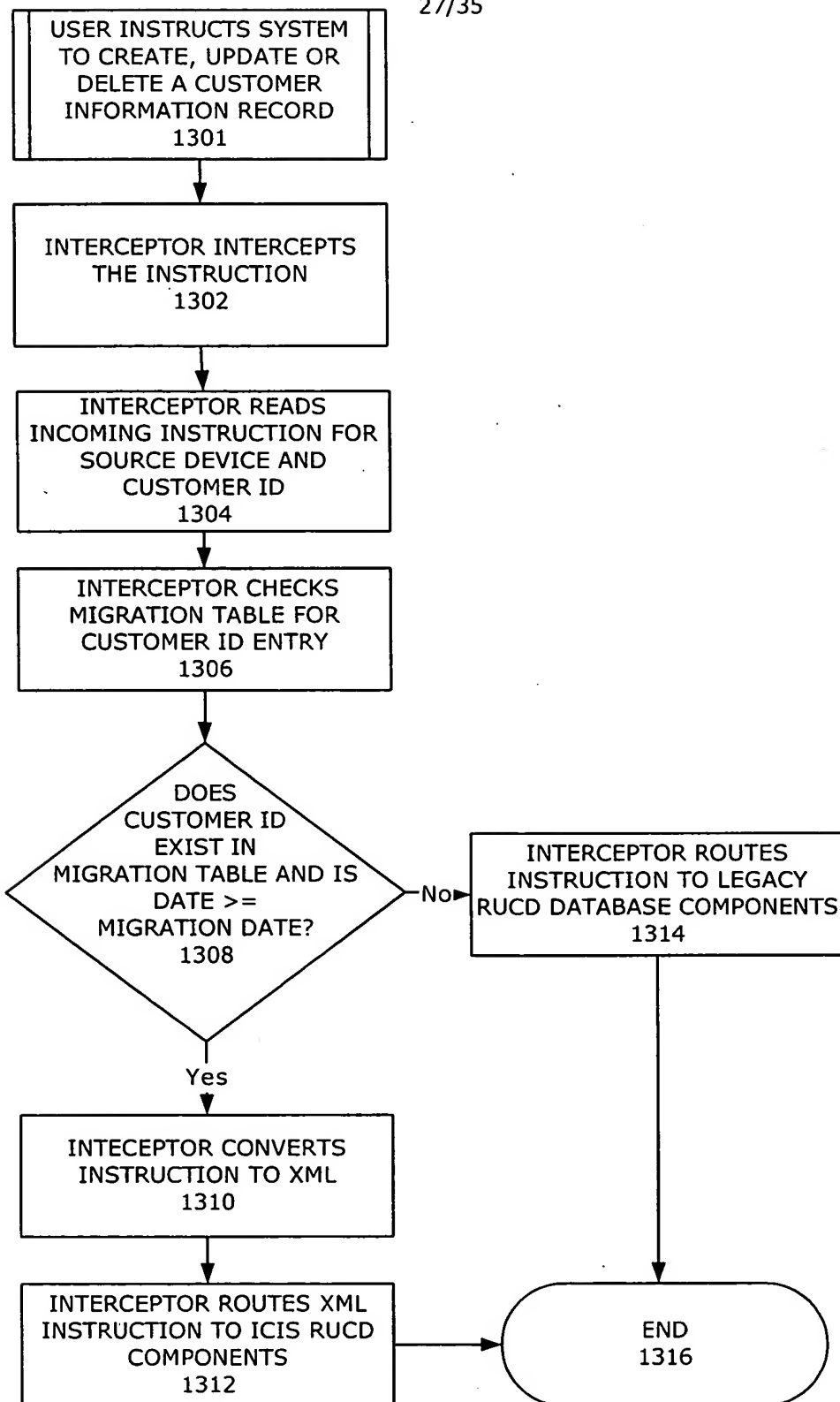


FIG.10J



**FIG.11**

**FIG.12**

**FIG.13**

## LEGACY INSTRUCTION FORMAT DATA:

- DEVICE ID
- DEVICE LOCATION
- DATE/TIME TRANSACTION STAMP
- CUSTOMER ID

1402

ICIS.MIGRATION TABLE

1404

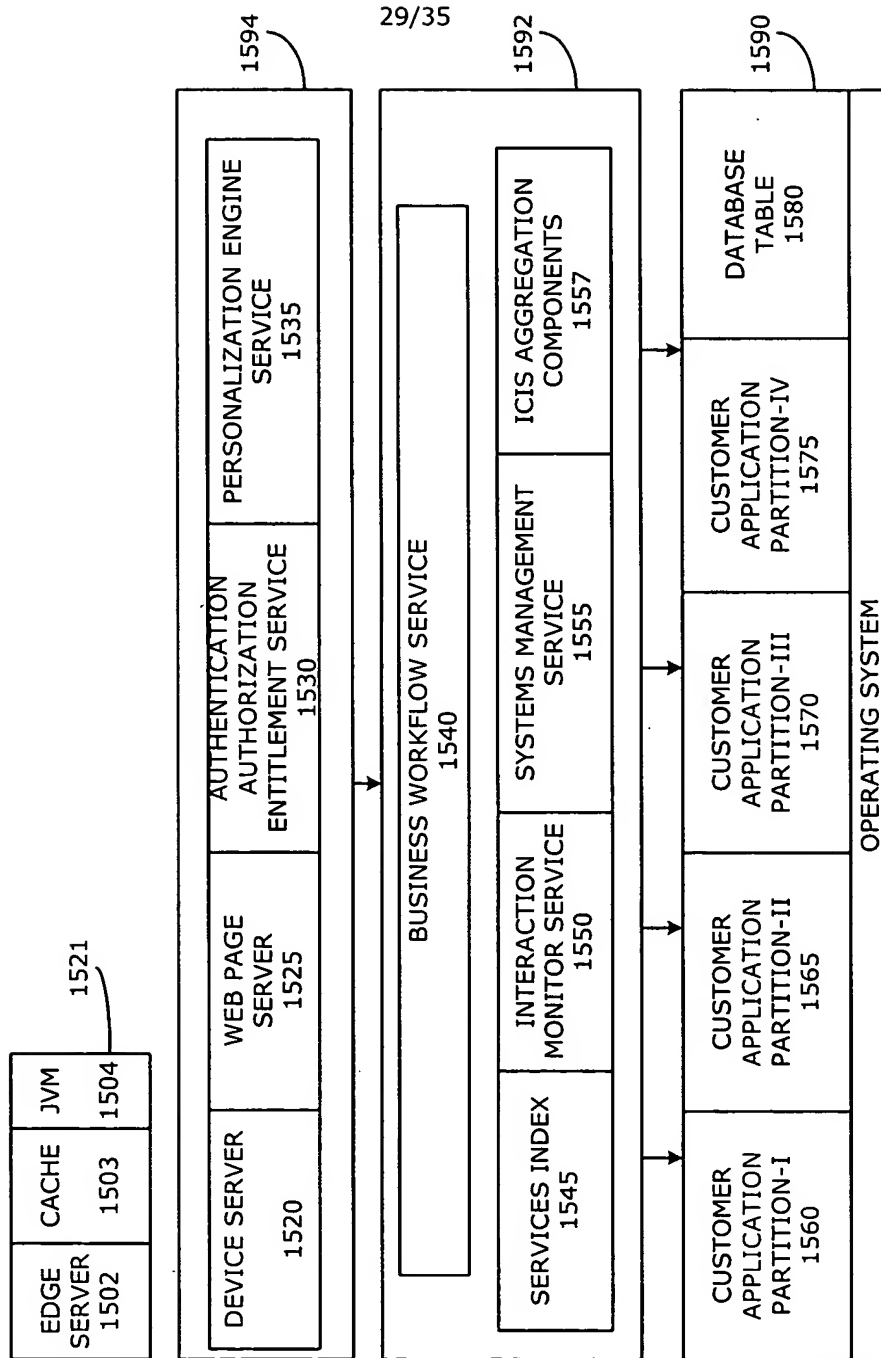
DEVICE LOCATION	DEVICE ID	DEVICE TYPE	CUSTOMER ID	MIGRATION DATE

1406

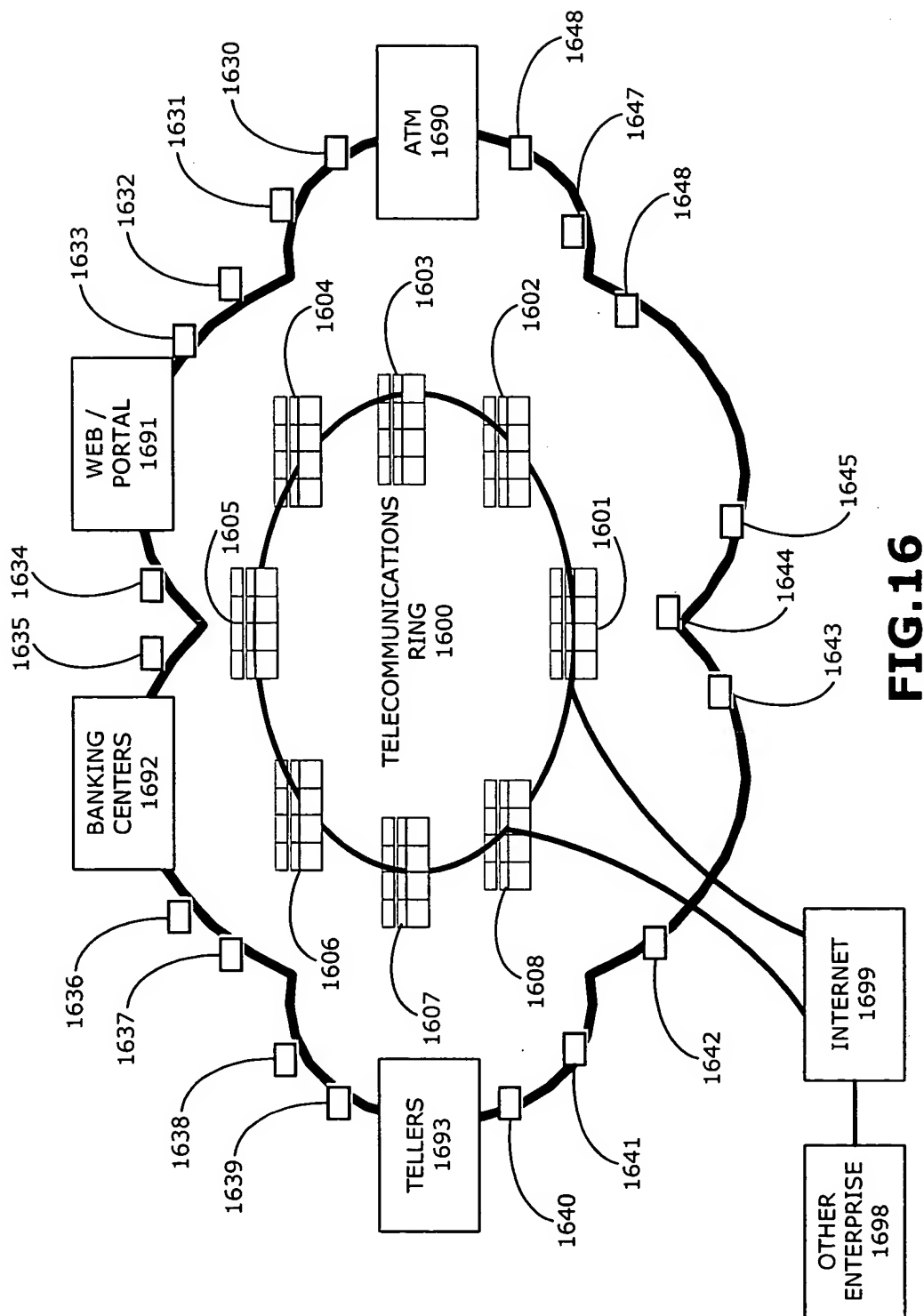
INSTRUCTION CONVERSION TOOL  
(MESSAGE PARSING RULES)LEGACY  
MESSAGE

XML MESSAGE

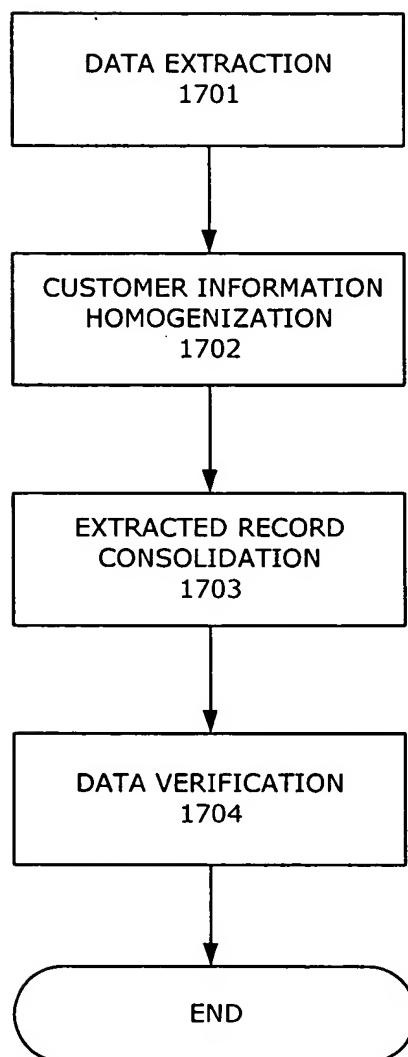
**FIG.14**

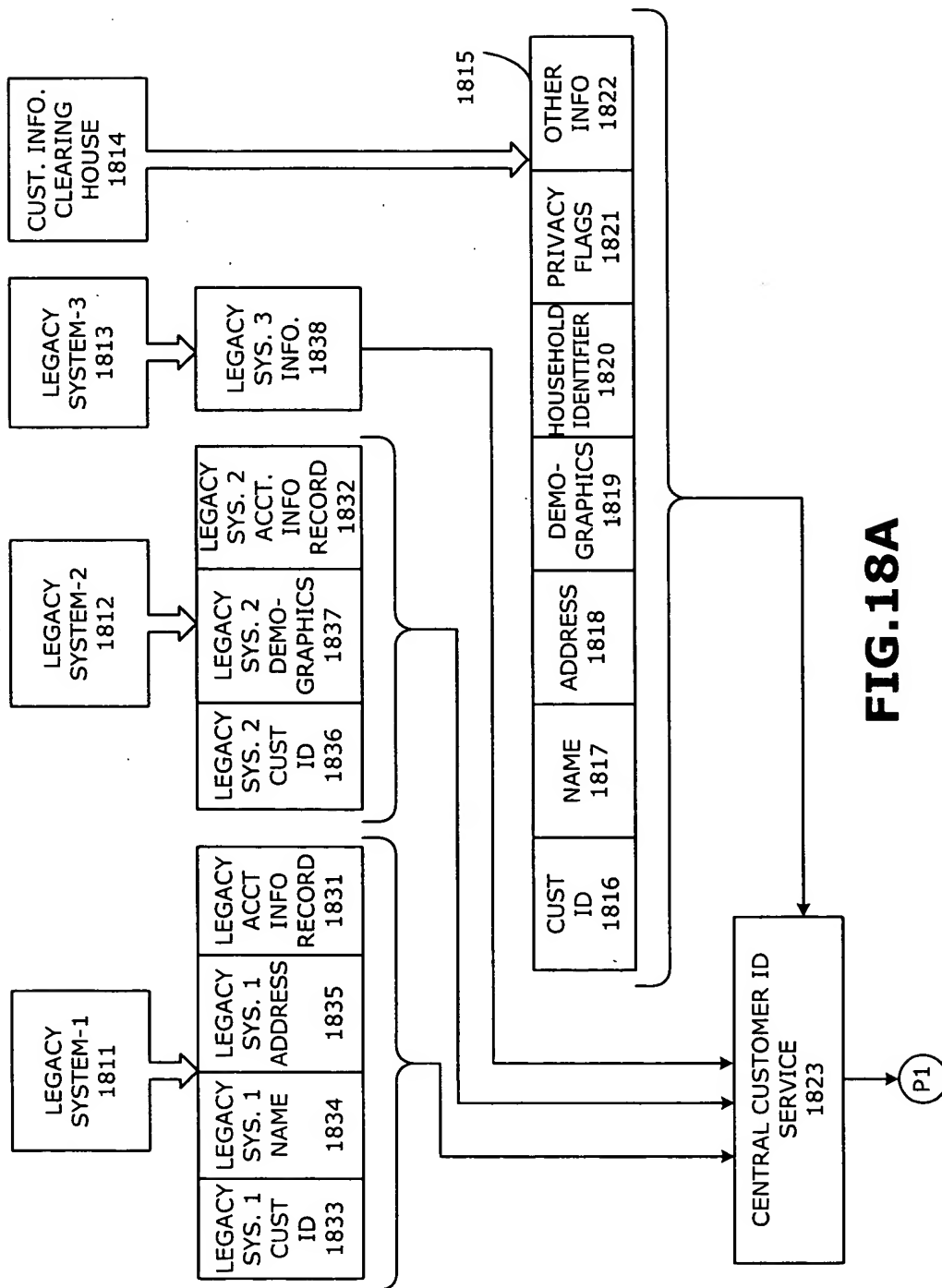


**FIG.15**

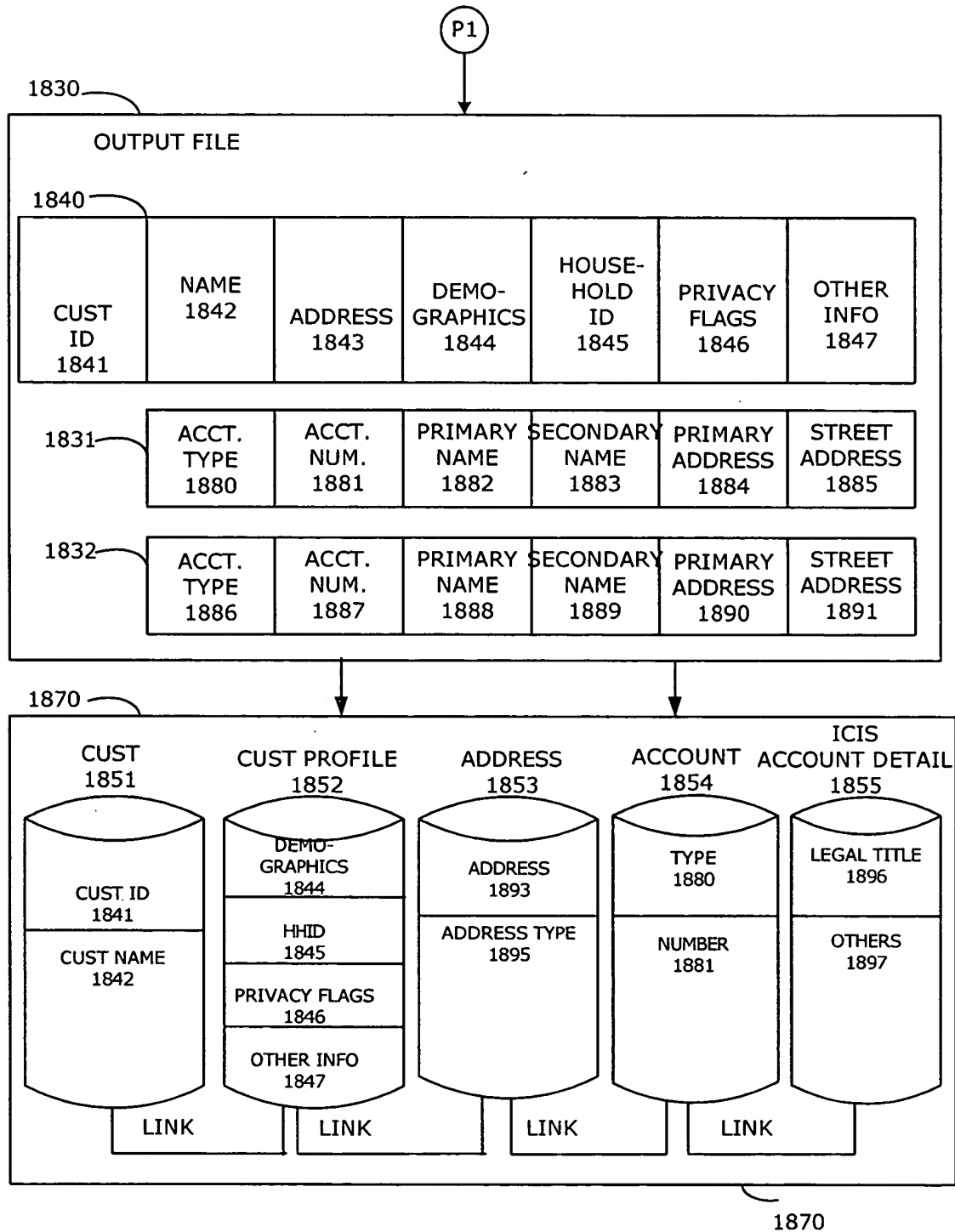


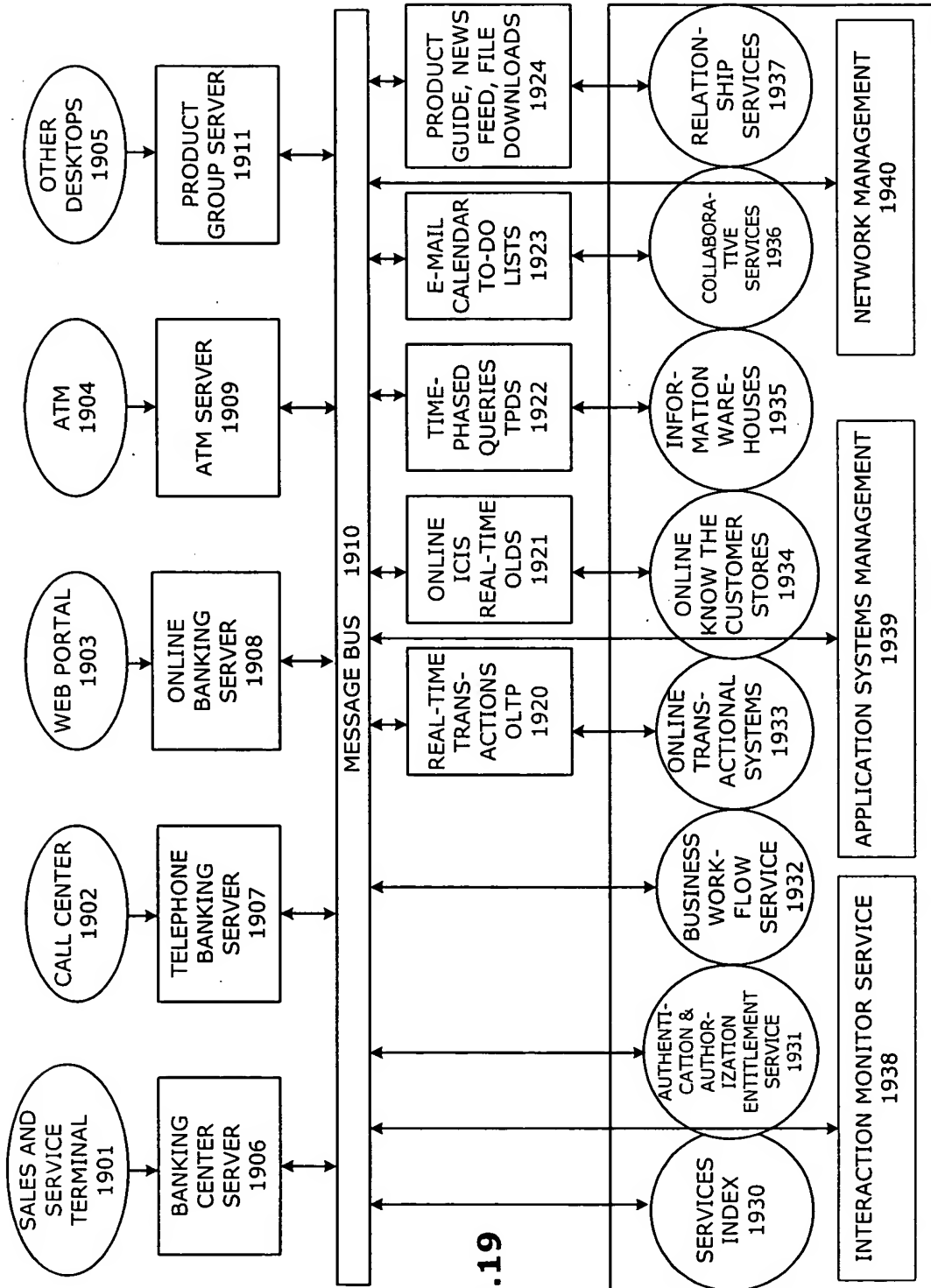
**FIG. 16**

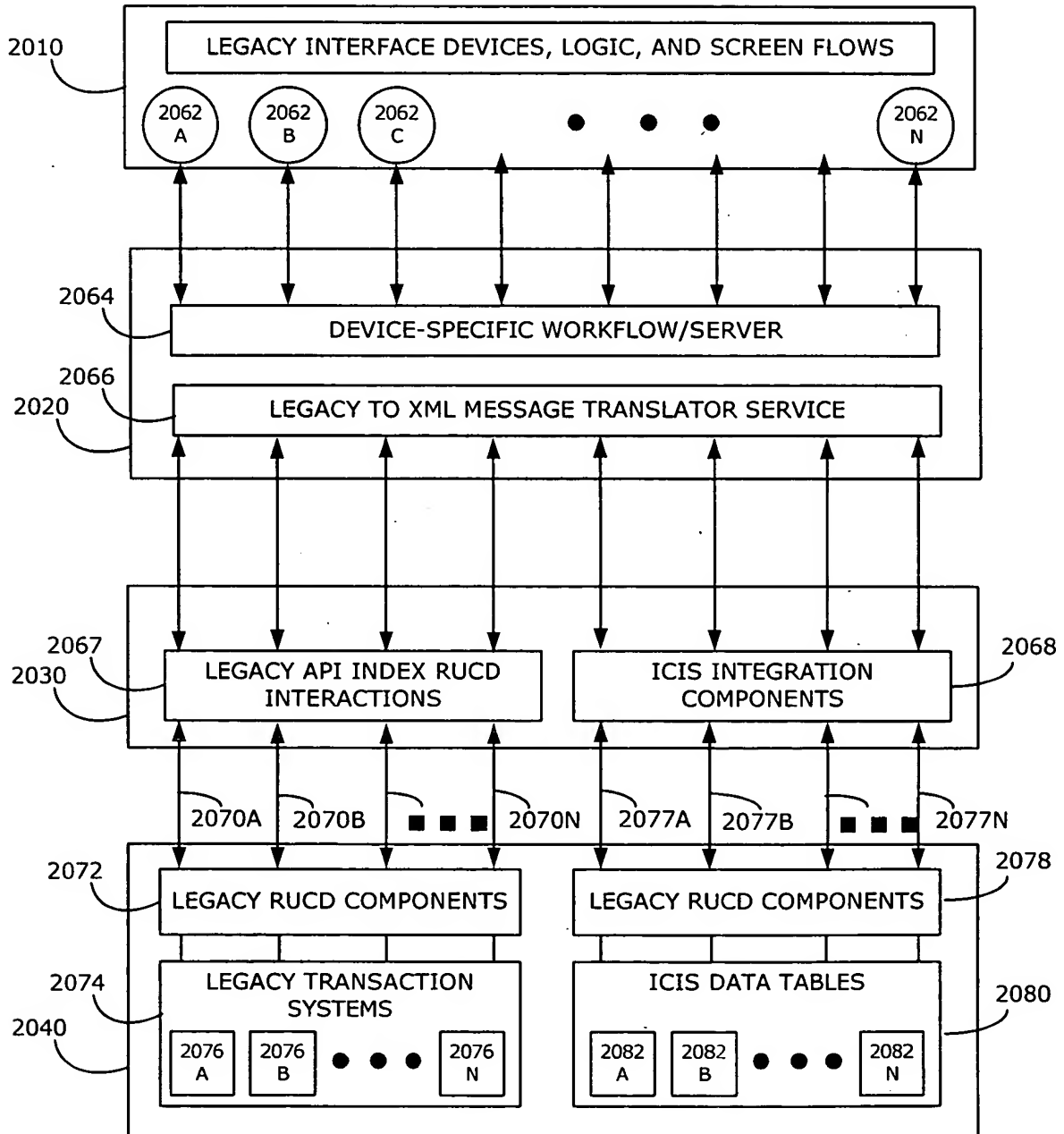
**FIG.17**

**FIG. 18A**



**FIG.18B**



**FIG. 20**